ASSISTANT NETWORK ADMINISTRATOR

The City of Harrisburg is accepting applications for the position of Assistant Network Administrator in the Department of Administration, Bureau of Information Technology. This position is primarily responsible for the installation, maintenance and troubleshooting of servers, routers, switches and firewalls for the City's local area network (LAN) and wide area network (WAN). Responsibilities extend to troubleshooting of computer software, hardware, peripherals and related equipment. Work is performed under the general direction of the Network Administrator. This is a management, FLSA-exempt position.

Applicants must possess an associate degree in computer science, information systems management or related field; and at least two (2) years of experience in the maintenance, installation and troubleshooting of Cisco routers, firewalls and switches, as well as Windows 2003/2012 servers; or any other combination of training and experience which provides the required knowledge, skills and abilities. A valid driver's license is also required.

The annual salary range is $50,000 to $55,000 (commensurate with experience and qualifications), plus an excellent benefits package.

The City intends to fill this position as soon as possible. It will remain open until filled. If interested, please submit a cover letter, your resume, three employment references and salary history, without delay, to:

> City of Harrisburg, Bureau of Human Resources
> The Rev. Dr. Martin Luther King, Jr. City Government Center
> 10 N. 2nd Street, Harrisburg, PA 17101
> Phone: (717) 255-6475
> Email: HR@harrisburgpa.gov **(electronic submission preferred)**

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The City of Harrisburg is an Equal Opportunity Employer.
Eric Papenfuse, Mayor
www.harrisburgpa.gov/careers

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Assistant Network Administrator – Department of Administration – Bureau of Information and Technology

DEFINITION

This position is primarily responsible for the installation, maintenance and troubleshooting of servers, routers, switches and firewalls for the City's local area network (LAN) and wide area network (WAN). Responsibilities extend to troubleshooting of computer software, hardware, peripherals and related equipment. Work is performed under the general direction of the Network Administrator. This is a management, FLSA-exempt position.

EQUIPMENT/JOB LOCATION

Work is performed at the Martin Luther King, Jr., City Government Center and in outside agencies and facilities that are connected via LAN and WAN. Duties are typically performed weekdays from 7:30 a.m. to 4:00 p.m. or 8:30 a.m. to 5:00 p.m.; with the ability and willingness to work before or after normal business hours, when required.

ESSENTIAL FUNCTIONS

Assistant Network Administration: Assists in the day-to-day operation of computer networks, including hardware/software support and special projects; assists in coordinating special projects including LAN/WAN hardware/software purchases and system installation, backup, maintenance and problem solving; assists in providing network and remote connectivity hardware/software support; maintains LAN user documentation including hardware/software applications, support logs and other related information; assists in installing, designing, configuring and maintaining system hardware and software; monitors usage to ensure security of data and access privileges; installs, supports and maintains both physical and virtual network servers and appliances; establishes and maintains user accounts, profiles, file sharing, access privileges and security; performs daily server tape backups; researches, analyzes, monitors, troubleshoots and resolves server or data network problems; assists in planning, coordinating and consulting with vendors and department heads/bureau chiefs for hardware/software purchases, product services and support*;* recommends and specifies the purchase of related products and services; keeps current regarding new hardware/software products for system enhancements; assists and provides support to the WAN/LAN and other technology staff as requested.

Maintains regular, punctual and predictable attendance. Reports to work and remains at work in a productive condition which includes not being under the influence or impaired by the use of alcohol and/or drugs. Establishes and maintains an effective working relationship with co-workers and the general public. Completes all assignments in an efficient, consistent and timely manner.

Assistant Network Administrator – Department of Administration – Bureau of Information and Technology

<u>NON-ESSENTIAL FUNCTIONS</u>

Performs all other duties as assigned.

<u>REQUIRED KNOWLEDGE, SKILLS AND ABILITIES</u>

- Working knowledge of local and wide area networks (LAN/WAN), Internet, e-mail systems, telecommunications and data communications, standard operating systems (Windows 7/10), software packages and software utilities;
- Working knowledge of MS Office Professional and O365;
- Provide technical support to users;
- Implement LAN/WAN maintenance and management procedures;
- Communicate effectively in both oral and written form;
- Explain technical concepts in non-technical terms to staff;
- Read, interpret and apply technical instructions;
- Prepare clear and concise written communications;
- Research technical manuals and guides to respond to user questions;
- Prioritize requests, organize, schedule and coordinate a variety of activities and projects;
- Ability to learn new software and hardware packages;
- Adapt to changes in technology;
- Work independently and as a team member;
- Backup to the Network Administrator;
- Establish and maintain cooperative working relationships with all those contacted during the course of work.
- Provide helpdesk assistance in resolving software, hardware and network related problems.
- Assist in equipment set-up and software installation and updates.
- Assist in maintenance of telephone systems and computer stations.
- Perform troubleshooting, archiving and back-up of server applications.
- Manage inventory of software licenses, software application, hardware components and IT supplies.
- Maintain both internal and external networks.
- Assist in implementing firewalls and security devices to ensure network security.

<u>QUALIFICATIONS</u>

An associate degree in computer science, information systems management or related field; and at least two (2) years of experience in the maintenance, installation and troubleshooting of Cisco routers, firewalls and switches, as well as Windows 2003/2012 servers; or any other combination of training and experience which provides the required knowledge, skills and abilities. Valid PA driver's license, class C, or equivalent.